



2009 ANNUAL REPORT

ONE STATE.  
ONE FUTURE.

MARYLAND TRANSIT ADMINISTRATION





## GOVERNOR'S MESSAGE | *Martin O'Malley*

Thanks to the American Recovery and Reinvestment Act, which was signed into law by President Barack Obama on February 17, 2009, we are making much-needed investments in our statewide public transit system.

Maryland received \$152 million in stimulus funds designated for Maryland Transit Administration (MTA) improvements and investments in the state's locally-operated transit systems. With these funds, we are purchasing hybrid-powered replacement buses for the MTA as well as replacement buses and support equipment for many locally-operated transit systems. Additionally, we are expanding parking at transit stations and making station improvements and safety upgrades throughout our existing system.

Our commitment to strengthening our transportation infrastructure and building a more sustainable future remains strong. This past year, we made major progress in our drive to develop Maryland's next generation of transit. We announced the locally preferred alternative for both the Red Line in the Baltimore region and the Purple Line in the Washington region. These projects have been submitted to the Federal Transit Administration as we begin to seek approvals and federal funding for construction. Also in the Washington region, we continue to move aggressively to advance the Corridor Cities Transitway project.

Sustainability – particularly our ability to combat global climate change and advance green technology – is one of the defining issues of our time. Investing in public transportation is vital to this effort as we strive to reduce our carbon footprint. By continuing to develop an efficient transit system and by working together as One Maryland, we will create a sustainable future for our children and grandchildren to enjoy.



## SECRETARY'S MESSAGE | *Beverley Swaim-Staley*

This past year, the Maryland Department of Transportation (MDOT) has enhanced its efforts to operate a more sustainable transportation system. Governor Martin O'Malley's strong commitment to both the environment and transit has provided clear direction for us as we invest our transportation dollars.

By focusing our investments as part of the broader sustainability agenda of Governor O'Malley's *Smart, Green and Growing* initiative, MDOT is addressing system preservation needs, enhancing safety and accessibility, improving our environment and encouraging healthier lifestyles.

Key to this effort is providing the public with a safe and efficient public transit system. This report outlines the aggressive effort to deliver such a system to our customers, each and every day. New MTA Administrator Ralign T. Wells is working with his team of transit professionals to improve and enhance the transit experience across the state. We have a solid foundation on which to build. The challenge for all of us involved with MTA is to take it to the next level. Working together, I am confident that this is a goal we will achieve.

## ADMINISTRATOR'S MESSAGE | *Ralign T. Wells*

Ridership on MTA buses and trains in Fiscal Year 2009 was over 105 million, a 4.2 percent increase over the previous year, marking continued growth for a fifth year in a row.

As a service-oriented public agency, our emphasis has always been on improving customer relations while continuing to find more effective and sustainable ways to connect communities and their increased demand for quality, environmentally-friendly transit service.



In the past year we have created a data-driven organization that has helped us monitor our performance for maximum efficiency and transparency. Despite numerous economic challenges, we were still able to make many positive improvements such as streamlining our routes; adding new technology for quicker web service updates; increasing our safety initiatives; and the purchase of 100 new hybrid buses.

This 2009 Annual Report reviews some of our important accomplishments of the past year and also offers a glimpse into opportunities made possible from the influx of new revenue from the American Recovery and Reinvestment Act.

## MESSAGE | *From the Employees*

We are proud to be part of the MTA team. Our team is made up of a diverse group of transit professionals whose mission is to provide quality transportation service that is reliable and gets people where they need to go. People rely on us for work, shopping, medical appointments, education and recreation.



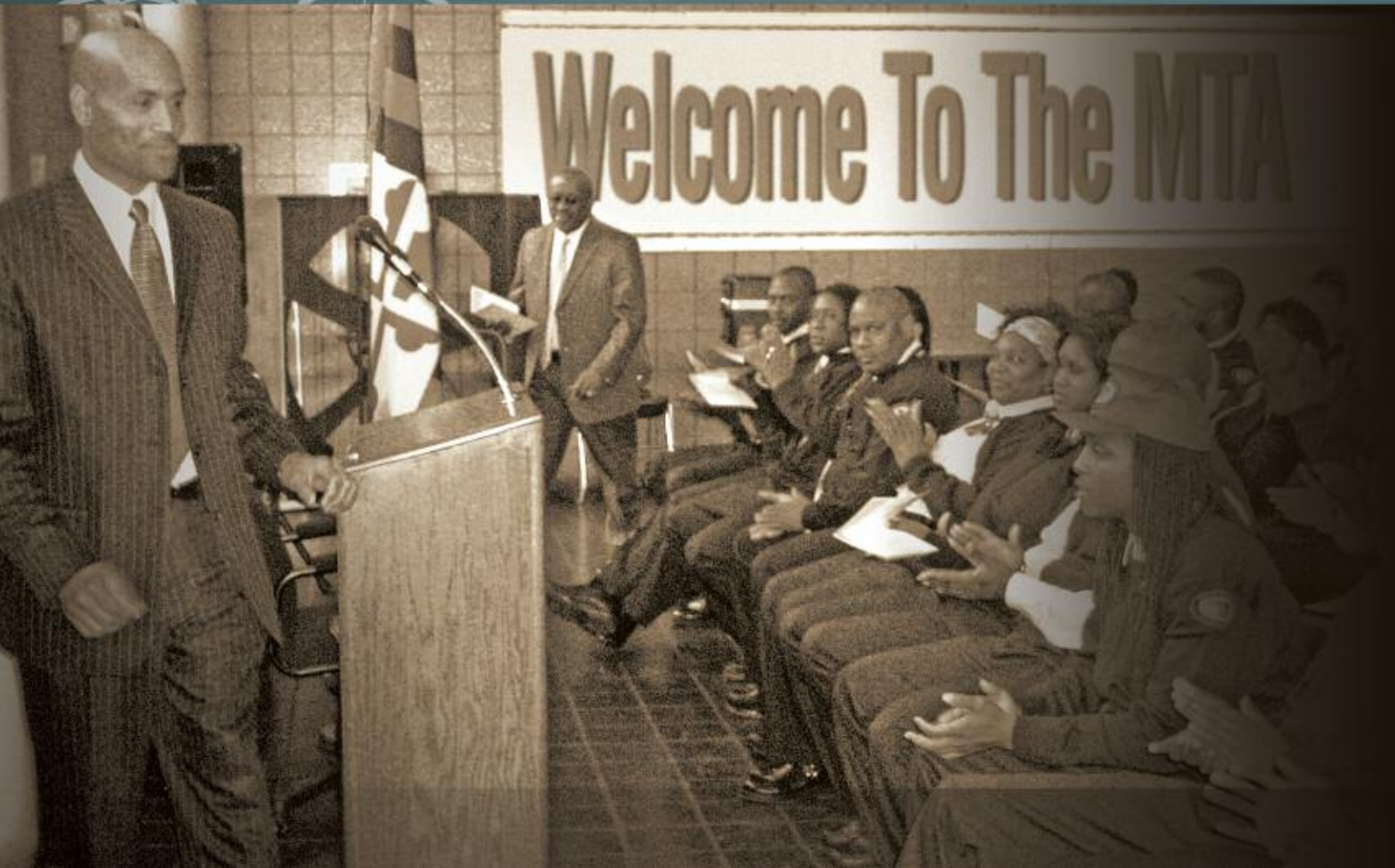
Individually, we bring our different skills to work each day in a continual effort to maintain statewide transit service seven days a week, all year long. Collectively, we work together toward the common goal of providing Maryland residents and visitors with the safest and most convenient public transportation possible.

We draw on a rich heritage of public transportation that goes back nearly two hundred years, and we will use this knowledge to guide us in the future. We are glad to be part of this history, and will remain a customer-driven organization committed to serving our passengers' needs.



## NEW ADMINISTRATOR APPOINTED FOR MTA IN DECEMBER 2009

On December 2, 2009 Ralign T. Wells was appointed as the 10th Administrator of the Maryland Transit Administration by Transportation Secretary Beverley Swaim-Staley. Mr. Well's MTA career spans 20 years and includes positions at nearly every level in the organization, including bus operator, supervisor, superintendent, deputy director of bus operations and director of Metro Subway operations. For two years prior to his appointment, Mr. Wells served as Deputy Administrator for Operations, and developed innovative policies to reduce MTA's overtime budget and employee absenteeism. He also developed the OpStat program, which engages middle management in the budgetary process to help them monitor the performance of their departments. Wells also worked to improve MTA's safety culture, implementing a zero-tolerance cell phone policy, one of the toughest in the nation.





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# LOCAL BUS



In FY 2009 Local (and Express) Buses accounted for over 66 percent (69,845,849) of the MTA's total number of passenger trips (105,627,487). Ridership on Local Buses increased by over 3 million from the previous year.

## NEW QUICKBUS PROVIDES MORE EFFICIENT SERVICE

The MTA added a new express bus route between the downtown University of Maryland Transit Center and Towson. The new route, known as the No. 48 Quickbus, or QB48, provides additional limited-stop service along the current route of the No. 8, one of the system's busiest lines. Quickbus service is used along high-volume bus routes where limited stops greatly reduce travel times.

## MINI-HYBRID PRODUCT FOR OLDER BUSES REDUCES EMISSIONS

In 2009 the MTA started replacing all 219 of the radiators, air coolers and hydraulic fans in the 2004 and 2005 New Flyer buses with a "mini-hybrid" cooling system that reduces emissions and improves fuel efficiency, saving over \$600,000 annually in fuel costs. Additional yearly savings on repairs are approximately \$2,800 on each bus.

## FACTS

Number of Buses	705
Bus Stops	7,500
Bus Shelters	439
Number of Routes	47
Weekday Boardings	232,857
Gallons of fuel used daily	19,764

## NEW HYBRID BUSES START REVENUE SERVICE

A \$62 million dollar contract approved by the Board of Public Works allowed the MTA to buy 100 additional 40-foot diesel-electric hybrid buses. The new buses use 20 percent less fuel, are up to 50 percent quieter, and have proven to be twice as reliable. The MTA also put thirty 60-foot articulated hybrid buses into service in 2009. These buses have extra seating capacity and were placed on MTA's busiest routes.



# METRO SUBWAY



The Metro Subway system operates from the Owings Mills corporate and shopping complex in Baltimore County, through the heart of Downtown Baltimore's business, shopping and sightseeing districts to the world-renowned Johns Hopkins Hospital.

## FACTS

Number of cars	100
Stations	14
Length of line (miles)	15.5
Weekday boardings	45,497
Number of escalators	81
Number of elevators	33

## METRO RAILCAR PROTRACKER EARLY WARNING SYSTEM

The "Protracker" early warning system used to alert train operators and track workers of approaching trains has now been fitted on all Metro subway railcars. This secondary layer of protection provides both audible and visual alerts to train operators from a cab mounted transmitter/receiver as they approach employees working on or near tracks. Track workers also receive audible and visual alerts of an approaching train by means of a lightweight armband worn whenever they are on service tracks.



# LIGHT RAIL



MTA's Light Rail system serves the north-south corridor of the Baltimore Metropolitan Area from Hunt Valley, through Downtown Baltimore, and south to Baltimore/Washington International Thurgood Marshall Airport (BWI) and Cromwell Station (Glen Burnie). Light Rail also connects with the MARC Train Penn Line and Amtrak at Penn Station in Baltimore and with the MARC Camden Line at Baltimore's Camden Station.

## FACTS

Number of cars	53
Stops (Stations)	33
Length of Line (miles)	29
Weekday boardings	28,152
Busiest Station	Lexington Market

## NEW RAIL SAFETY PROTOCOLS IN PLACE

The MTA initiated a number of security and safety protocols in the wake of a tragic accident that claimed the lives of two teenagers walking on the Light Rail tracks in July 2009. Initiatives include: retraining program and Service Quality Division ride checks for each operator; new warning signs; aggressive anti-trespassing plan to be enforced by MTA Police; new maintenance policy for proper removal and disposal of large items found on tracks; review of procedures for reduced speed restrictions as a result of single tracking; regular review of communications tapes; and development of new public outreach safety campaign to alert the public to the dangers of trespassing on train tracks.





MARC Train operates weekday rail service on the Penn, Camden, and Brunswick lines. The 203-mile, 42-station system serves Perryville in northeastern Maryland to Washington, DC (Penn Line); Camden Station Baltimore to Washington, DC (Camden Line); and Martinsburg, WV and Frederick, MD to Washington, DC (Brunswick Line).

#### **FACTS**

Single-level cars	60
Bi-level cars	63
Gallery cars	12
Diesel locomotives	30
Electric locomotives	10
Weekday boardings	32,454
Busiest Station	Union Station, Wash., DC

#### **MARC PURCHASES 26 NEW DIESEL LOCOMOTIVES**

As part of a program to increase the capacity and reliability of MARC Train service, the MTA purchased 26 new diesel locomotives that will replace existing locomotives that are nearing the end of their service life. The new locomotives are more powerful than those they will replace and meet stringent new emissions requirements.



# COMMUTER BUS



MTA Commuter Bus provides express weekday service connecting outlying suburban residential areas to employment and business centers in Downtown Baltimore and Washington, DC. Service is accessible via a number of Park & Ride lots located throughout the state.

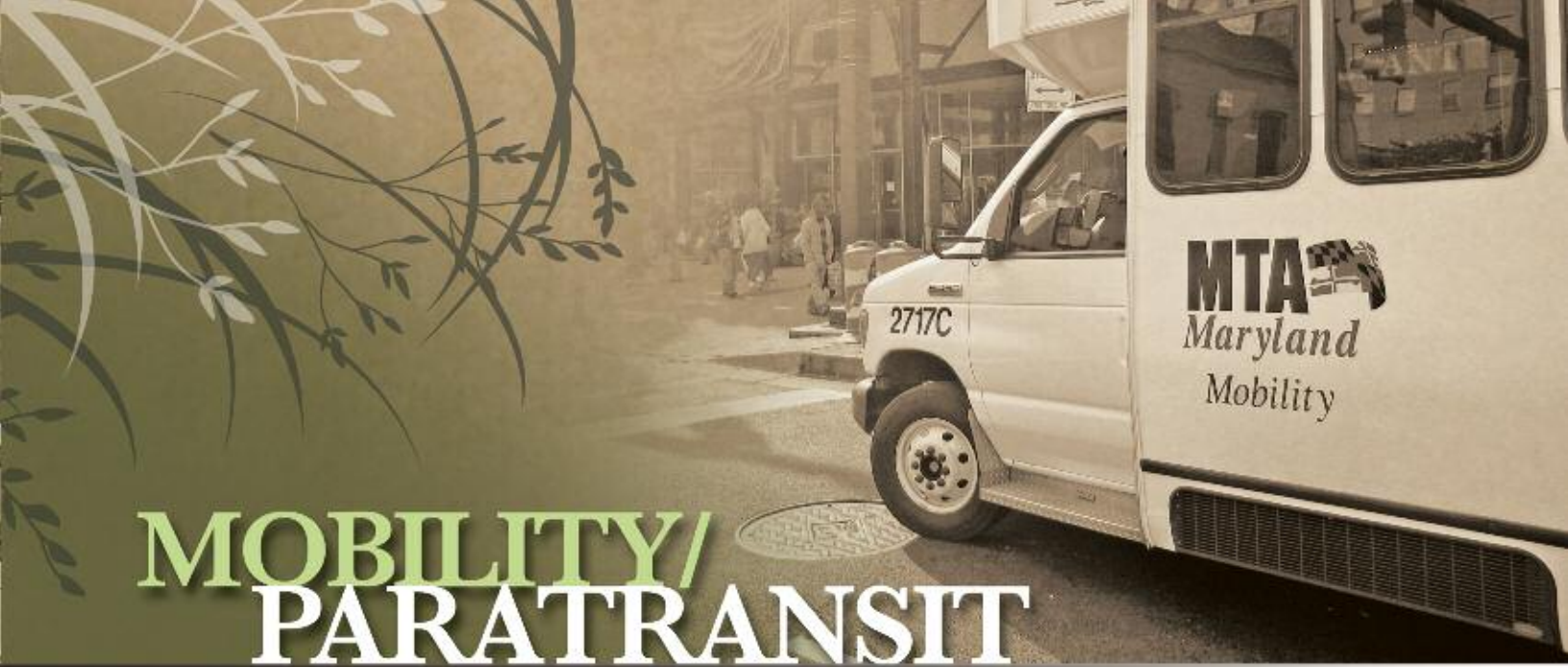
## **FACTS**

Baltimore routes	5
Baltimore weekday boardings	1,530
Washington routes	13
DC weekday boardings	14,495

## **COMMUTER BUS RIDERSHIP INCREASES AGAIN IN 2009**

Once again, ridership on MTA Commuter Buses to Baltimore and Washington, DC rose in FY 2009, and numerous contracts were approved by the Board of Public Works to continue service between these two major metropolitan areas and their outlying suburbs. In cooperation with the State Highway Administration, the Park & Ride Lot at Snowden River in Columbia, which serves both Baltimore and DC, underwent a major renovation which included three new bus shelters, a re-striping of the parking lot that resulted in many additional spaces, and the installation of two bike racks.





Mobility/Paratransit, a shared-ride service for individuals with disabilities who are unable to ride regular fixed-route service most of the time, is provided within three-quarters of a mile of any MTA fixed-route service in Baltimore City and Baltimore and Anne Arundel counties. MTA Mobility also manages Taxi Access, a premium service utilizing local taxi and sedan providers.


**FACTS**

Number of Mobility vans	272
Number of Mobility sedans	124
Total eligible certified riders	17,829
Weekday Mobility ridership	3,642
Weekday Taxi Access ridership	1,078

**MOBILITY TAKES STEPS TO IMPROVE EFFICIENCY AND SERVICE**

Mobility/Paratransit ridership has nearly doubled in the past five years, and in 2009 the MTA implemented a series of steps that will improve service and allow for more efficient use of its vehicle fleet. The new measures will provide “door to door” service for customers in 2010, reduce the number of no-show calls and expand transit opportunities for Mobility customers who are able to use other MTA services by offering individualized “travel training.” In FY 2009, the MTA provided more than 972,000 mobility trips, up 12 percent from FY 2008 and an increase of 61 percent from the more than 551,000 trips in FY 2005.

# SAFETY & SECURITY



It is the mission of the MTA to provide safe, secure and reliable transportation services to the citizens of Maryland and its visitors. The success of this mission involves the 242 sworn officers and civilian personnel of the MTA Police Force and every department at the MTA, and to help achieve this goal, many new initiatives were implemented in 2009 to ensure the safety and security of our system.

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- In 2009 the MTA increased system-wide safety testing for both Metro Subway and Light Rail signal and automatic train protection controls. The tests validate the integrity and safety of the train's detection equipment that senses approaching trains whether the train is in manual or automatic mode. The integrity testing also verifies train speeds and safe separation distances.

- In June 2009 MTA instituted stringent safety controls resulting from a series of high profile national public transit accidents related to the use of mobile devices. The MTA "Zero Tolerance" Cell Phone Policy prohibits employees from using cellular phones and/or any other electronic devices while in public service or performing safety sensitive duties.

- Crimes committed on the MTA system declined last year due to an increased presence of MTA Police at all facilities and the effective use of CompStat, a process by which officers and command staff analyze data about crime trends to determine how officers are deployed. The MTA Police Force is responsible for patrolling Bus, Metro Subway, Light Rail and MARC vehicles and stations. In addition to patrol cars, uniformed and plainclothes officers travel by foot, motorcycle, bicycle and T-3 electric scooters to provide comprehensive coverage of MTA's large service area.

- In 2009 the MTA Police developed a Central Maryland Area Radio Communications Committee and a *Memorandum of Understanding* for local jurisdictions concerning their Mobile Command Communications Vehicle. The state-of-the-art high-tech vehicle, which is deployed at all large-scale public events, allows the MTA Police to better communicate with local, state, and federal responders at emergency incident locations using a wireless system that connects all types of radio and telephone systems. MTA Police have entered into a total of 35 *Memorandums of Understanding* with Federal, State and Local police jurisdictions in an effort to share resources, increase presence on MTA facilities and enhance crime prevention strategies.
- The MTA Police now has six specially trained K-9 dogs that have successfully completed the Transportation Security Administration's National Explosives Detection Canine Handler Course.
- In 2009 a Department of Homeland Security grant was used by the MTA Police for infrastructure security projects and interagency training exercises.





*“Throughout 2009 the dedicated officers of the MTA Police Force have been able to build on the solid foundation that exists within the Department. Our primary goal will be to continue to rise to the security challenges posed in a post 9/11 world, while meeting the service needs of our patrons.”*

– MTA Police Chief John E. Gavrilis

# CUSTOMER SERVICE & OUTREACH

## **IMPROVED CUSTOMER INFORMATION SYSTEMS FOR MARC TRAIN**

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The MTA began installation of new public address and customer information systems at MARC Train stations across the state. The \$6 million project, funded under the American Recovery and Reinvestment Act, will interface with the MARC Tracker system so passengers will be able to hear and see messages regarding next train arrivals. The new signs will also relay schedule or delay information and safety messages. MARC Operations staff will be able to target messages to individual stations, and the upgrades will be compliant with the Americans with Disabilities Act.

## **CREDIT CARDS NOW ACCEPTED AT METRO SUBWAY AND LIGHT RAIL FARE MACHINES**

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To improve customer service and make public transportation more convenient, customers of Metro Subway, Light Rail and Local Bus can now use major credit cards to purchase fares at all MTA ticket vending machines.

## **ADDITIONAL PARKING AT ABERDEEN MARC STATION**

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In August 2009 the MTA expanded the parking lot at its Aberdeen MARC Station with an additional 85 parking spaces. The Aberdeen station is located on the busy Penn Line, which accounts for nearly two-thirds of the 30,000 daily MARC customers.

## **MARC TRAIN AND COMMUTER BUS TRANSPORT 40,000 TO PRESIDENT OBAMA'S INAUGURATION**

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With Commuter Bus service starting at 4:00 a.m. from nine different locations and sold out MARC Train service on the Camden, Brunswick and Penn Lines starting at 5:30 a.m., the MTA transported over 40,000 people to witness President Barack Obama's Inauguration on January 20, 2009. Travelers departing from Baltimore's Camden MARC Station followed the same route that Abraham Lincoln took in 1861 on the B&O line to Washington, DC.

## **LIMITED ENGLISH PROFICIENCY (L.E.P.) EFFORTS INCREASE**

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Throughout 2009 the MTA accelerated their L.E.P. outreach efforts by printing informational brochures, system maps, advertising car cards in buses and trains, and emergency and ADA signs in Spanish and other languages. The MTA also partnered with Baltimore City and produced a special Spanish edition of the MTA monthly television show *Commuter Connections*.





# FUTURES

The State of Maryland is nationally recognized for its leadership in policies and programs that link transportation improvements to economic development, community revitalization and increased mobility options.

## **LIGHT RAIL IS LOCALLY PREFERRED ALTERNATIVE FOR NEWLY PROPOSED RED AND PURPLE LINES**

In August 2009 Governor Martin O'Malley announced that Light Rail will be the Locally Preferred Alternative (LPA) for the newly proposed Red and Purple Lines. Now that the LPA has been submitted to the Federal Transit Administration as part of its "New Starts" process, the State can compete for federal funding and seek approval to begin preliminary engineering. The Red Line, which will run east-west through Baltimore, would connect with the existing Light Rail, MARC Train and Metro Subway stations, and local bus lines.

A light rail Purple Line would link housing and jobs in and around Maryland's suburbs surrounding Washington, DC and provide relief to commuters.

## **'SMART' CHARMCARD PART OF NEW HIGH TECH FARE COLLECTION SYSTEM**

In 2009 MTA began testing the new CharmCard, a rechargeable fare card that can store monetary value or a pass product. The test group was comprised of over 300 Metro Subway customers who agreed to add cash value or passes onto their cards at MTA Metro Subway ticket vending machines (TVMs). The smart cards are the final segment of the \$82 million project to replace MTA's fare collection equipment on the Metro Subway, Light Rail and Local Bus.

## **PUBLIC HEARINGS HELD FOR CORRIDOR CITIES TRANSITWAY (CCT)**

The Corridor Cities Transitway (CCT) is the transit portion of a multi-modal corridor study to consider transit and highway improvements in the I-270/US 15 corridor in Montgomery and Frederick counties from Shady Grove Metro Station to Biggs Ford Road. The project is being jointly studied by MTA and State Highway Administration (SHA). The transitway would be either a Light Rail Transit or Bus Rapid Transit line along a 14-mile corridor from Rockville through Gaithersburg and Germantown to Clarksburg. Another option under study is "premium bus" service along proposed I-270 High Occupancy Vehicle/Express Toll Lanes managed lanes. As proposed, the CCT includes 18 stations and provides direct transfers to the MARC Brunswick line at

Metropolitan Grove and the Metrorail Red Line at Shady Grove. In 2009 the MTA/SHA project team completed the Alternatives Analysis/Environmental Assessment document and held Public Hearings in June.





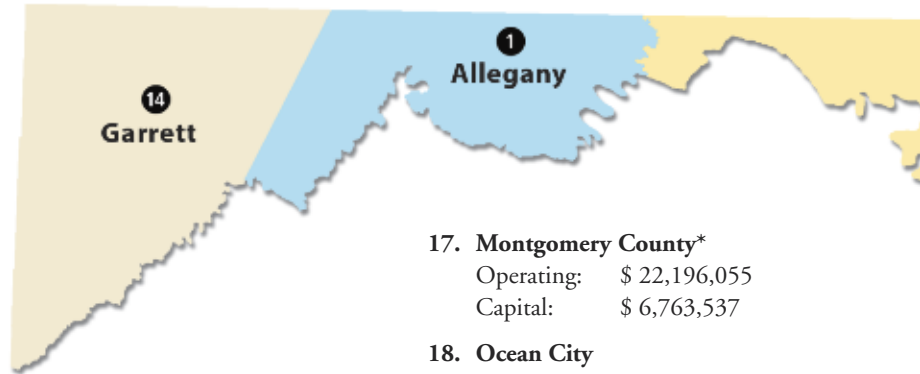
*"We commend Governor O'Malley for his commitment to investing in Maryland's future. The Purple Line in suburban Maryland and the Red line in Baltimore will boost the State's competitive advantage for economic development while protecting the Bay and providing better transportation choices for Marylanders."*

– Jennifer Bevan-Dangel, 1000 Friends of Maryland

# LOCALLY OPERATED TRANSIT SYSTEMS

## LOTS SERVICES

The MTA supports and operates accessible transit systems throughout the State that are safe, reliable, and affordable. In addition to operating Local Bus, Light Rail, Metro Subway, MARC Train, Commuter Bus, and Mobility services in the Baltimore/Washington Region, the MTA also provides funding and technical assistance for Maryland's Locally Operated Transit Systems (LOTS). These LOTS are located in all 23 Maryland counties and also in Baltimore City, Annapolis, and Ocean City.

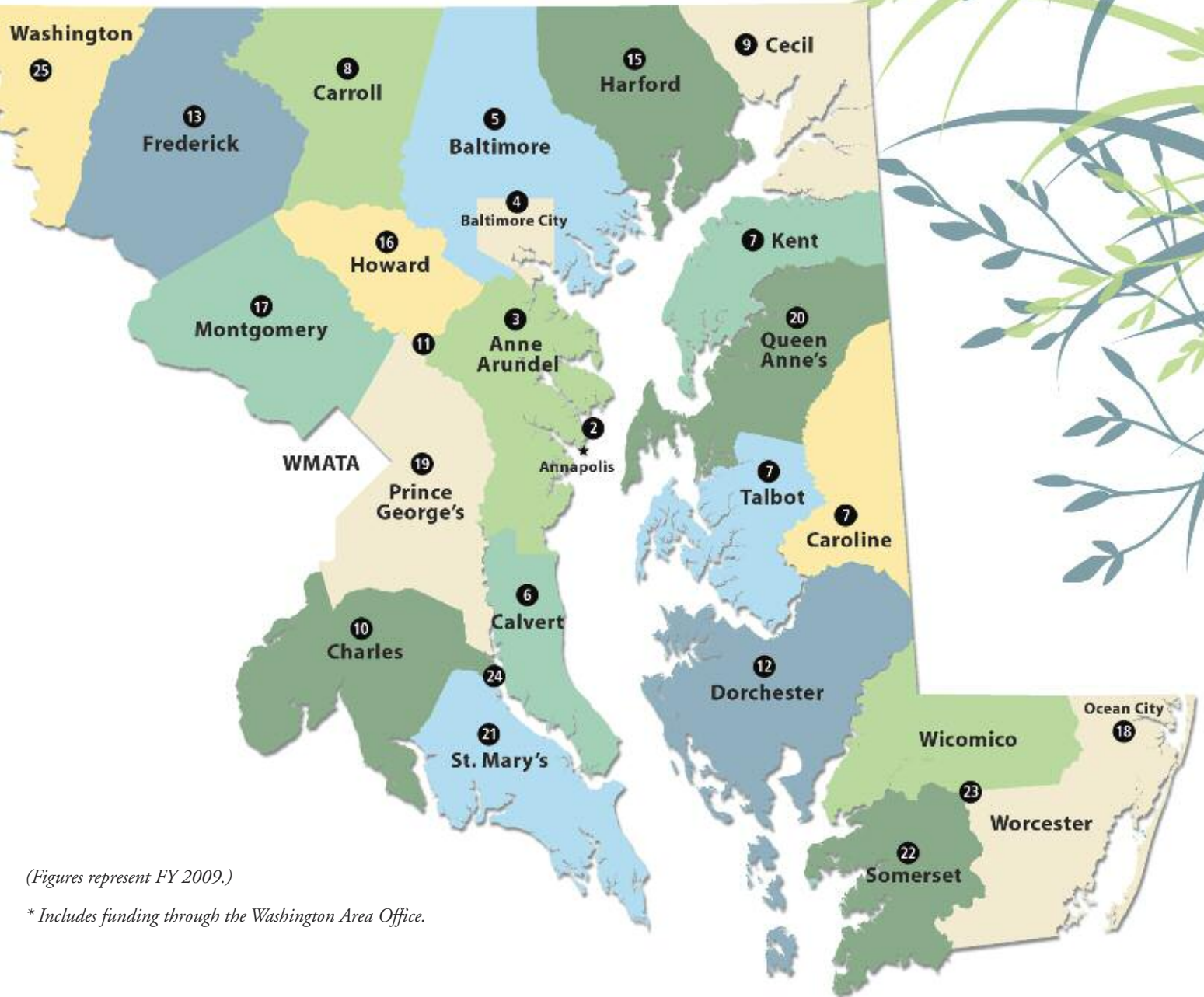


- 1. Allegany County**  
Operating: \$ 958,354  
Capital: \$ 567,000
- 2. Annapolis**  
Operating: \$ 1,238,625  
Capital: \$ 523,310
- 3. Anne Arundel County**  
Operating: \$ 385,996  
Capital: --
- 4. Baltimore City**  
Operating: \$ 397,335  
Capital: --
- 5. Baltimore County**  
Operating: \$ 495,452  
Capital: --
- 6. Calvert County**  
Operating: \$ 454,215  
Capital: \$ 800,811
- 7. Caroline, Kent, Talbot Counties**  
Operating: \$ 718,187  
Capital: \$ 187,300
- 8. Carroll County**  
Operating: \$ 519,338  
Capital: \$ 541,214

- 9. Cecil County**  
Operating: \$ 431,034  
Capital: \$ 300,150
- 10. Charles County**  
Operating: \$ 2,239,905  
Capital: \$ 1,071,900
- 11. Corridor Transportation Corp.\***  
Operating: \$ 2,639,650  
Capital: --
- 12. Dorchester County**  
Operating: \$ 596,863  
Capital: \$ 170,100
- 13. Frederick County**  
Operating: \$ 2,500,481  
Capital: \$ 1,433,250
- 14. Garrett County**  
Operating: \$ 335,016  
Capital: \$ 698,886
- 15. Harford County**  
Operating: \$ 1,260,441  
Capital: \$ 1,047,600
- 16. Howard County**  
Operating: \$ 2,348,361  
Capital: \$ 736,200

- 17. Montgomery County\***  
Operating: \$ 22,196,055  
Capital: \$ 6,763,537
- 18. Ocean City**  
Operating: \$ 825,872  
Capital: \$ 1,207,386
- 19. Prince George's County\***  
Operating: \$ 8,485,976  
Capital: --
- 20. Queen Anne's County**  
Operating: \$ 344,926  
Capital: \$ 180,225
- 21. St. Mary's County**  
Operating: \$ 1,061,292  
Capital: \$ 729,540
- 22. Somerset County**  
Operating: \$ 117,447  
Capital: --
- 23. Tri-County Council for Lower Shore (Somerset, Wicomico & Worcester Counties)**  
Operating: \$ 2,042,216  
Capital: \$ 1,787,850
- 24. Tri-County Council for Southern MD (Calvert, Charles & St. Mary's Counties)**  
Operating: \$ 65,000  
Capital: --
- 25. Washington County**  
Operating: \$ 1,165,969  
Capital: \$ 724,500

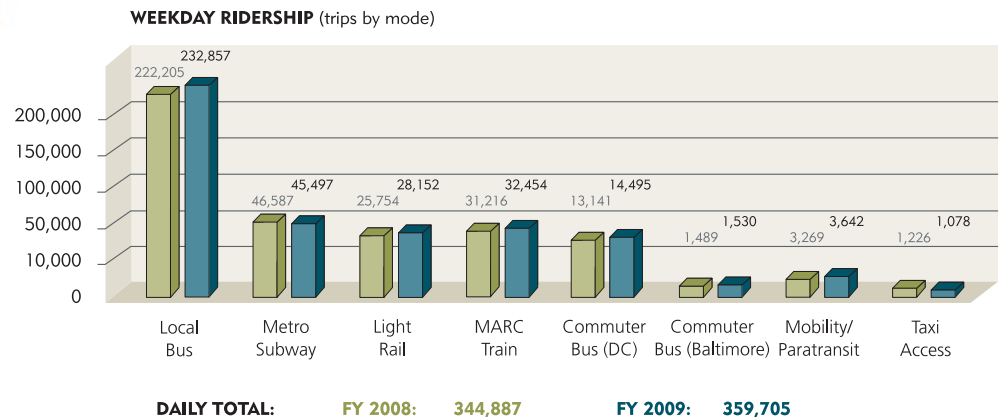
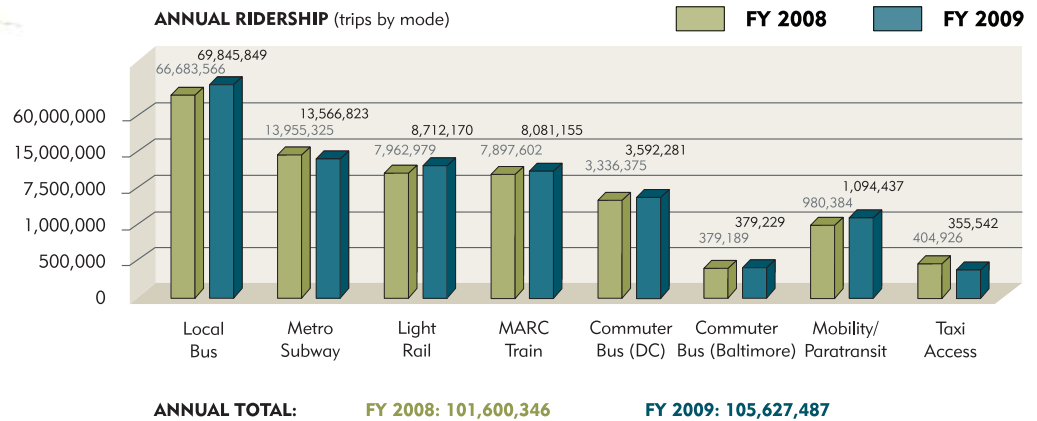




(Figures represent FY 2009.)

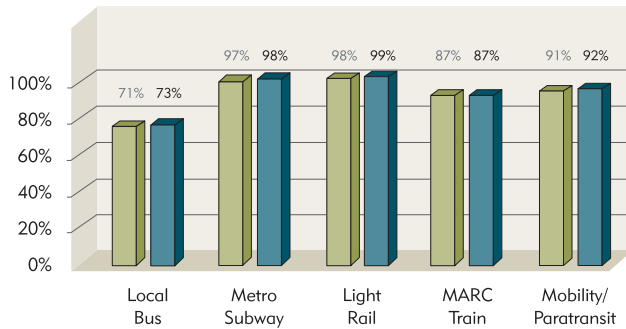
\* Includes funding through the Washington Area Office.

# 2009 FINANCIALS

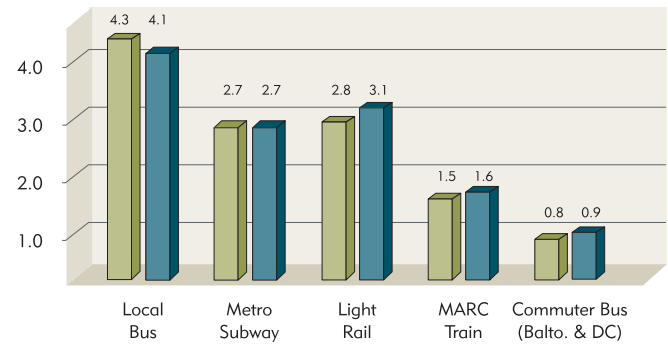




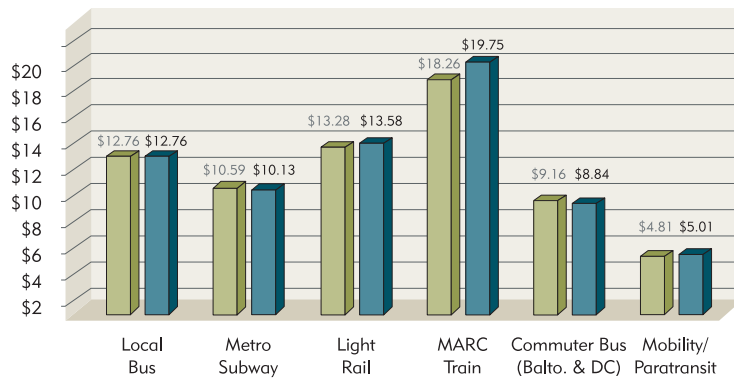
**ON-TIME PERFORMANCE BY MODE**



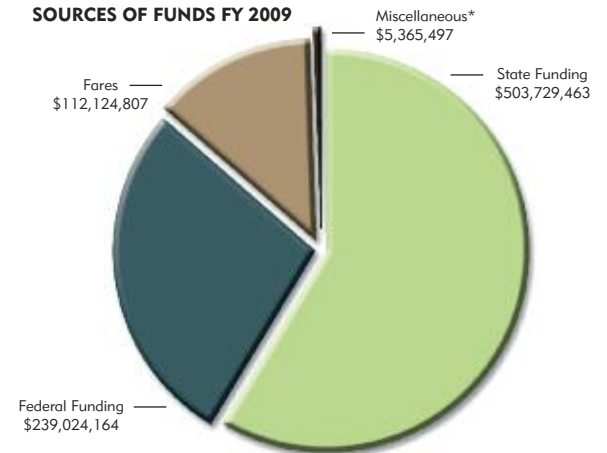
**PASSENGER TRIPS PER REVENUE VEHICLE MILE**



**OPERATING COST PER REVENUE VEHICLE MILE**



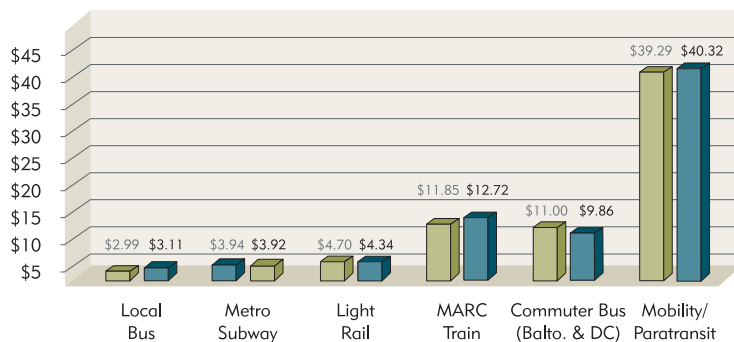
**SOURCES OF FUNDS FY 2009**



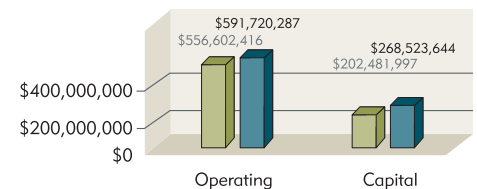
**TOTAL: \$860,243,931**

\*includes non-passenger revenues such as advertising on buses and in Metro stations, leases of land by MTA to private companies, tickets for illegally parking at MTA bus stops, and parking revenues from the MTA's parking garage adjacent to BWI/MARC Rail Station.

**OPERATING COST PER PASSENGER TRIP**



**OPERATING COSTS / CAPITAL COSTS**



**TOTAL: FY 2008: \$759,084,413  
FY 2009: \$860,243,931**

# AMERICAN RECOVERY & REINVESTMENT ACT

On February 13, 2009, Congress passed the American Recovery and Reinvestment Act (ARRA) and four days later President Barack Obama signed it into law. The Recovery Act has three immediate goals: create new jobs and save existing ones; spur economic activity and invest in long-term growth; and foster unprecedented levels of accountability and transparency in government spending. In Maryland, over \$134 million was earmarked for public transportation projects. While many of Recovery Act projects are focused more immediately on jumpstarting the economy, others, especially those involving infrastructure improvements, are expected to contribute to economic growth for many years.

## **STIMULUS FUNDS APPROVED FOR METRO SUBWAY UPGRADES**

Two contracts totaling nearly \$20 million allowed the MTA to begin improvements to the Metro Subway system by overhauling Metro railcar wheel assemblies and installing new public address systems at stations. These two projects together will support a total of 600 jobs. The new audio and electronic message signs will be used to alert passengers of approaching trains as well as relay service updates and safety messages.

## **IMPROVEMENTS TO LAUREL MARC STATION COMPLETED WITH STIMULUS FUNDS**

The newest round of improvements at Laurel MARC Train Station, made possible by \$1.7 million in ARRA funds, included replacement of the southbound passenger platform and northbound passenger waiting shelter, fiberglass handrails and stairs, new message boards, PA systems and lighting, new wheelchair ramps, retaining walls, and new landscaping and signage. Future Transit Oriented Development plans are now being studied to develop and utilize 3.5 acres of MARC land around the station for 407,000 square feet of residential, retail and commercial projects, with an estimated development value of \$31 million.

## **ADDITIONAL PARKING AT FALLS ROAD LIGHT RAIL**

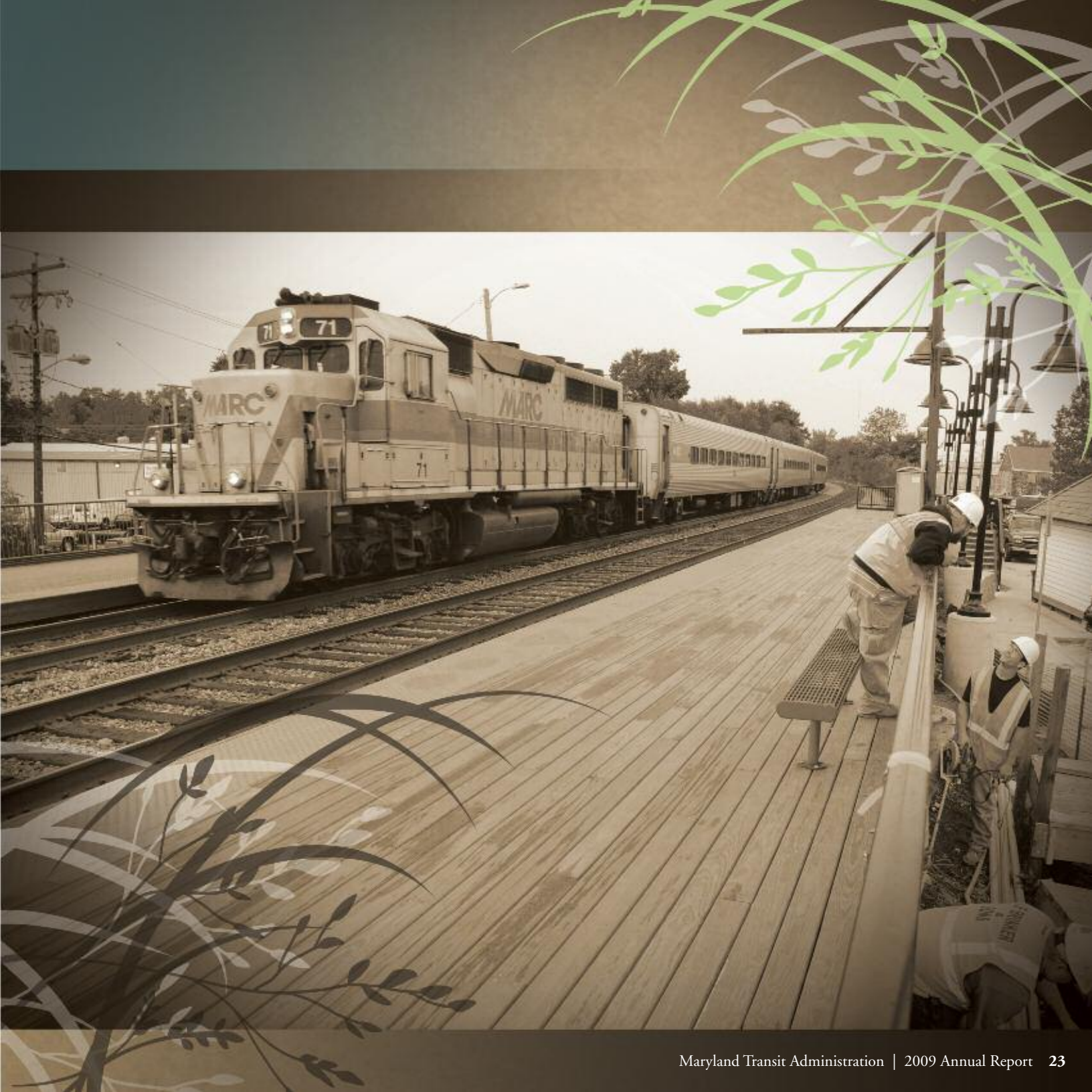
A \$2.3 million project funded under ARRA to expand and upgrade the parking lot at Falls Road Light Rail Stop began in June 2009 and was completed in January 2010. The old parking capacity of 92 was more than doubled and now can serve 200 customers. The project included paving, lighting, landscaping, signage and sidewalk improvements.

## **\$5 MILLION IN STIMULUS FUNDS FOR METRO STATION IMPROVEMENTS**

Improvements to several Metro Subway stations, including new exit doors, new lighting, new painting and Next Train Alert systems have already been completed using funds from the ARRA, with improvement plans already in progress for several other stations which include ADA and Fire Code compliance work, as well as station safety and security systems enhancements.









Martin O'Malley, Governor | Anthony G. Brown, Lt. Governor  
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